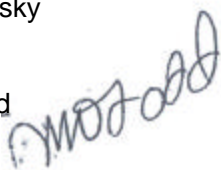


MARGARET DONNELLAN TODD
COUNTY LIBRARIAN

June 8, 2006

TO: Mayor Michael D. Antonovich
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Margaret Donnellan Todd
County Librarian



**SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT
(ITSSMA) WORK ORDER EXTENSION**

This is to notify you of my intent to request the Internal Services Department (ISD) to extend the existing ITSSMA Work Order #N10-0058 from June 30, 2006 until March 31, 2007 and increase the maximum amount of the Work Order by \$200,000. This request is to continue the Work Order with Science Applications International Corporation (SAIC) in order to continue delivery of Public Library website services.

BACKGROUND

SAIC was selected through the ITSSMA competitive solicitation process to create, maintain, and update the Public Library's complex and extensive website, which is heavily utilized by our customers to access the Library's catalog and online resources, obtain information on library services and programs and place requests for library materials. The website also allows library resources to be available to customers outside of library business hours. Utilization of the ITSSMA process has allowed the Department to augment its limited resources to meet its critical information technology (IT) needs. The demand for this experienced IT professional assistance is expected to continue through FY 2006-2007.

SCOPE OF WORK

The projects supported by the ITSSMA contractor are critical to the services that the Library offers to the public. Under the contract, SAIC will:

- Provide web development services, assisting Library staff to develop new sections of the public access website, including information about children's programs, library services, and more.
- Make routine changes to website information within one day.
- Make emergency changes, such as closure notices or correcting errors, within one hour.
- Assist Library staff to create an updated appearance to the library's website in order to enhance customer service and increase interactivity.
- Provide web hosting for public website and staff information website.

This project conforms to our Business Automation Plan, as required by the Chief Information Officer.

JUSTIFICATION

The Library's Information Technology (IT) staff does not have the skill set to perform website development and maintenance functions. The Library has sought to fill open information technology (IT) positions; however, our efforts to date have been limited, and we have been unable to recruit a qualified programmer to perform this function. SAIC has done an exceptional job with a complicated website at a reasonable cost. This firm has acquired detailed technical knowledge of the Library's website along with an understanding of our business functions and service demands. Continued use of SAIC will allow the Department to maintain the professional level of technical expertise that is required to provide quality online resources to customers via our website and staff support through our staff Intranet.

The Library is preparing a competitive solicitation for website hosting and support services beyond the nine-month time period requested in this ITSSMA Work Order extension. The department will also contact ISD to ascertain the possibility of ISD providing the website hosting and/or support services.

FISCAL IMPACT

The total amount of the Work Order will be increased from \$299,970 to \$499,970. Sufficient funding for SAIC services is included in the Library's proposed budget for FY 2006-07.

The Library will be migrating to an up-to-date version of its Integrated Library System (ILS) which will include an enhanced web services component within the next 15 – 24 months. We are requesting authorization for a nine-month extension with a total amount not to exceed \$200,000 which will allow us to maintain our public website and staff Intranet services as we prepare specifications in order to re-bid the services.

NOTIFICATION TIMELINE

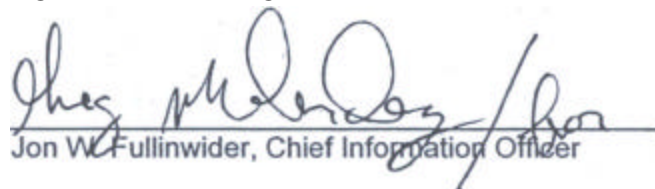
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In two weeks time, we will instruct ISD to execute the Work Order amendment.

If there are any questions or comments, please have your staff contact me or your staff may contact Wendy Romano, Assistant Director, at (562) 940-8409.

MDT:WR:dk(WR Ltrs)ITSSMA SAIC Memo/ex

c: Board Liaisons

NOTED AND APPROVED


Jon W. Fullinwider, Chief Information Officer